

Program A: Administration

Unless otherwise indicated, all objectives are to be accomplished during or by the end of FY 2003-2004. Objectives may be key or supporting level. The level of the objective appears after the objective number and before the objective text.

Performance indicators are made up of two parts: name and value. The indicator name describes what is being measured. The indicator value is the numeric value or level achieved within a given measurement period. For budgeting purposes, performance indicators are shown for the prior fiscal year, the current fiscal year, and alternative funding scenarios (continuation budget level and Executive Budget recommendation level) for the ensuing fiscal year of the budget document. Performance indicators may be key, supporting, or general performance information level. Key level is indicated by a "K" in the "Level" column of the standard performance indicator table. Supporting level is indicated by an "S" in the "Level" column of the standard performance indicator table. General Performance Information indicators appear in

OPERATIONAL PLAN - GENERAL PERFORMANCE INFORMATION: TREND TABLE

DEPARTMENT ID: 17 Department of Civil Service
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service
 PROGRAM ID: Program A: Administration

GENERAL PERFORMANCE INFORMATION:					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUE				
	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
Number of jurisdictions in Municipal Fire and Police Civil Service (MFPCS) system	93	94	96	96	96
Number of covered employees in MFPCS system	7,404	7,434	7,647	7,803	7,817
Ratio of Office of State Examiner staff covered employees in MFPCS system ¹	1:436	1:437	1:450	1:459	0
Cost per covered employee within MFPCS system ²	\$102 ³	\$111 ⁴	\$117 ⁵	\$117 ⁶	132 ⁷
Number of potential jurisdictions identified as meeting the constitutional and statutory requirements mandating inclusion in the MFPCS system	Not available ⁸	Not available ⁸	Not available ⁸	Not available ⁸	36 ⁸
Number of new jurisdictions added for whom civil service boards have been sworn in. ⁹	Not Applicable	Not Applicable	1	1	3

¹ The Office of State Examiner Staff = 17

² This performance indicator is determined by dividing actual expenditure by the number of employees in the system.

³ The agency had a carry-forward in the amount of \$23,375 for legal and professional service contracts.

⁴ Includes \$27,000 added to agency budget by BA-7 for Y2K computer upgrade.

⁵ Includes 27th pay period. This figure would have been \$113 had the 27th pay period been removed from total figure.

⁶ This figure has been adjusted from \$121 due to a miscalculation in which a BA-7 for \$10,097 was inadvertently figured into the wrong fiscal year.

⁷ Includes \$72,386 added to agency budget by BA-7 for legal services contracts and moving expenses.

⁸ This is a new performance indicator representing the outcome of a new initiative for FY 2002-2003. As a result, there are no performance standards or performance data for fiscal years prior to FY 2001-2002.

⁹ This is a new performance indicator. The values shown for existing performance standard is an estimate of yearend performance, not a performance standard.

OPERATIONAL PLAN - STANDARD PROGRAM PERFORMANCE INDICATOR TABLE

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-561 Municipal Fire and Police Civil Service

PROGRAM ID:: Program A: Administration

1. (KEY) To improve the validity of classification plans by reviewing, and updating as necessary, at least 20% of all classification descriptions, ensuring that 25% of classification descriptions are supported by job analysis data less than five years old, and that 25% of class descriptions include qualification requirements supported by validity documentation.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective 1.1: *To improve the content validity of classification plans for each jurisdiction by ensuring that each class description is supported by a recent job analysis (less than five years old) by June 30, 2006.*

Louisiana: Vision 2020 Link: This operational objective is linked to Vision 2020 Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: This objective will be accomplished by:

> reviewing and updating, as necessary, at least 20% of all classification plans to ensure that all classification plans will eventually be based upon information no more than five years old.

> ensuring that 25% of classification plans are supported by job analysis data less than five years old

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
K	Percentage of class descriptions supported by job analysis data less than 5 years old	Not Applicable ¹	16% ¹	25%	25%	25%	25%
K	Percentage of qualification requirements in class plans supported by validity documentation	Not Applicable ¹	10% ¹	10%	10%	25%	10%
K	Percentage of classification plans reviewed and updated	Not Applicable ¹	20% ¹	20%	20%	20%	10%
S	Percentage of classification descriptions updated. ²	Not Applicable	11%	10%	10%	15%	15%

¹ These were new performance indicators for FY 2002-2003. These indicators did not appear in Act 12 of 2001 and, therefore, do not have performance standards for FY 2001-2002

² This is a new performance indicator for FY 2003-2004. This indicator did not appear in Act 12 of 2001 or Act 13 of 2002 and, therefore, does not have a performance standard for FY 2001-2002 or 2002-2003. Performance standards for FY 2002/2003 are estimates of yearend performance, not performance indicators.

For additional information on Municipal Fire and Police Civil Service System classification descriptions and plans, see the General Performance Information table that follows this objective.

OPERATIONAL PLAN - GENERAL PERFORMANCE INFORMATION: TREND TABLE

DEPARTMENT ID: 17 Department of Civil Service
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service
 PROGRAM ID: Program A: Administration

GENERAL PERFORMANCE INFORMATION:					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUE				
	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
Total number of class descriptions	873	887	899	915	923
Number of new job analyses conducted	76	81	87	90	97
Number of class descriptions supported by job analysis data less than 5 years old	Not available ¹	Not available ¹	Not available ¹	87	427

¹ No data is available for this performance indicator prior to FY 2000-2001.

OPERATIONAL PLAN - STANDARD PROGRAM PERFORMANCE INDICATOR TABLE

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-561 Municipal Fire and Police Civil Service

PROGRAM ID:: Program A: Administration

2. (KEY) To improve the quality of examinations and efficiency of exam preparation, validity of upper-level promotional examinations, and validity documentation of multi-jurisdictional promotional examinations while continuing to provide examination scores to local civil service boards within 120 days from receipt of an exam request.

Strategic Link: This operational objective is an incremental step toward accomplishing the following strategic objectives:

II.1: *By June 30, 2006, improve the validity of examinations developed by the Office of State Examiner so that candidates identified as eligible will have the knowledge and skills necessary to be placed in working test period, and so that examinations administered will be legally defensible.*

II.4: *Improve quality of examinations and efficiency of exam preparation by conducting a comprehensive review and update of all 11,000+ test questions in OSE database for which tests are drawn by June 30, 2006.*

Louisiana: *Vision 2020* Link: This operational objective is linked to *Vision 2020* Objective 1.8 (*To improve the efficiency and accountability of governmental agencies.*) and Objective 3.3 (*To have safe homes, schools, and streets throughout the State.*).

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Notes:

(1). Traditional assessment center components are very expensive to develop and grade, but are able to assess leadership and decision-making skills critical to upper level jobs that would ordinarily not be possible with a standard multiple-choice examination. This test format utilizes what appears to be multiple-choice questions, but which are actually situations or problems presented the question with alternatives for solutions as the answers. The exam material must be developed and validated by panels of subject matter experts, consisting of training officials and experienced incumbents in the jobs for which the test material is being developed. Studies have compared this test strategy to assessment center components with a high degree of correlation in the outcome, but for much less expense. The OSE is already doing assessment center testing at the level of Chief but has targeted low fidelity, job simulation testing for the ranks of Deputy Police Chief, Assistant Police Chief, Police Major, and Police Captain in the police service, and Deputy Fire Chief, Assistant Fire Chief, and District Fire Chief in the fire service as part of its Strategic Plan ending FY 2005-2006.

(2). Louisiana's Municipal Fire and Police Civil Service Law requires only support for the tests on a pass/fail basis, inasmuch as anyone making a score of 75 or higher is eligible for competitive appointments, and promotional appointments must be offered to the person with a score of 75 or higher with the greatest total departmental seniority. However, the OSE is aware that jurisdictions are using the scores for other purposes. One jurisdiction, for example, will not schedule an interview with an individual seeking entrance employment unless he/she scores at least 95, rather than 75, on the test. Other jurisdictions utilize scores on examinations in breaking ties in seniority when making promotional appointments. Therefore, it is incumbent upon the OSE to develop at least rudimentary support for the scores when used in this manner. Criterion studies are feasible in the entrance classes, although they are time consuming and expensive to conduct. The OSE, therefore, is proposing to utilize input from job experts in supporting that the possession of knowledges, skills, and abilities evaluated by OSE examinations distinguish between levels of performance.

(3). The Office of State Examiner takes many steps to minimize adverse impact in the development of our selection procedures, and we follow the provisions outlined in the *Uniform Guidelines on Employee Selection Procedures* which require us to provide validity documentation in support of our examinations. Despite our efforts to reduce adverse impact, there remains approximately one standard deviation between the scores for Blacks and Whites on the two tests. The *Guidelines* also require that where there is adverse impact, other alternatives with less adverse impact must be investigated and considered. The agency is undertaking a study to analyze the existing Firefighter and Police Officer tests for bias and adverse impact, review the literature for available components or alternatives to reduce adverse impact, and to develop a protocol for modification of the two examinations so that there is an improvement of the perceived adverse impact on minorities.

(4). The OSE database of test items comprises approximately 11,000 test items that have been developed by the OSE. The database includes items in the item bank that have been reviewed, properly sourced, and otherwise revised, and are ready for examination purposes. The database also contains other items that are in various stages of development, review, or revision, and include items that have been submitted for removal from the item bank. Input and output indicators, as well as outcome and efficiency indicators related to this issue may be found in the General Performance Information table that follows this objective.

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
K	Number of ranks for which low fidelity, job simulation testing has been developed and incorporated	Not Applicable ¹	Not Applicable ¹	4	4	3	
K	Number of days from date of examination request to date scored are mailed	86	90	96	96	120 ¹	120
K	Percent of standard multi-jurisdictional examinations for which documentary support for score ranking has been established	Not Applicable	Not Applicable	Not Applicable	5%	25%	
K	Percentage of study completed for components of selection procedures or alternatives for reducing adverse impact ²	Not Applicable	Not Applicable	Not Applicable	Not Applicable	33%	
S	Percent of test items in the item bank which have been reviewed, revised or deleted. ³	Not Applicable	Not Applicable	Not Applicable	5%	10%	

¹ This is a new performance indicator. It did not appear under Act 12 of 2001 and has no performance standards for FY 2001-2002. The value shown for existing performance standard is an estimate of FY 2002-2003 yearend performance, not a performance standard.

² This is a new performance indicator for FY 2003-2004. This indicator did not appear in Act 12 of 2001 or Act 13 of 2002 and, therefore, does not have a performance standard for FY 2001-2002 or 2002-2003. The value shown for existing performance standard is an estimate of FY 2002-2003 yearend performance, not a performance standard.

³ This is a new performance indicator for FY 2003-2004. This indicator did not appear in Act 12 of 2001 or Act 13 of 2002 and, therefore, does not have a performance standard for FY 2001-2002 or 2002-2

OPERATIONAL PLAN - GENERAL PERFORMANCE INFORMATION: TREND TABLE

DEPARTMENT ID:17 Department of Civil Service
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service
 PROGRAM ID: Program A: Administration

GENERAL PERFORMANCE INFORMATION:					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUE				
	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
Number of validation studies conducted on standard, multi-jurisdictional exams	0	0	1	0	0
Number of challenges to standard examinations where a civil service board, court, or other regulatory entity finds that a standard examination administered by the Office of State Examiner (OSE) was not appropriate	0	0	0	0	0
Number of standard multi-jurisdictional promotional examinations developed	129	119	115	119	136
Number of test questions in item bank	9,238	9,779	9,528	8,476	7,829
Number of test questions reviewed and removed from item bank	Not available	Not available	Not available	110	98
Number of test questions updated or revised	Not available	Not available	Not available	308	311
Number of test questions researched and sourced to new reference editions	Not available	Not available	Not available	373	229
Number of new test questions written to satisfy requirements of examination plans	Not available	Not available	Not available	257	120
Number of test questions that must be removed during the grading process due to problems with item construction or source	Not available ¹	Not available ¹	Not available ¹	34	109

¹ This is a new performance indicator. It did not appear under Act 11 of 2000 or Act 12 of 2001 and has no performance standards for FY 2000-2001 or FY 2001-2002. The value shown for existing performance standard is an estimate of yearend performance, not a performance standard.

OPERATIONAL PLAN - STANDARD PROGRAM PERFORMANCE INDICATOR TABLE

DEPARTMENT ID: 17 Department of Civil Service
 AGENCY ID: 17-561 Municipal Fire and Police Civil Service
 PROGRAM ID: Program A: Administration

3. (KEY) To reduce the percentage of Personnel Action Forms (PAFs) which must be returned to local jurisdictions to 6.0% by June 30, 2004.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective III.3: *To reduce the percentage of Personnel Action Forms (PAFs) which must be returned to local jurisdictions to 4.0% by June 30, 2006, through training of local personnel and interactive computer based tutorial to facilitate correct personnel actions.*

Louisiana: Vision 2020 Link: This operational objective is linked to Vision 2020 Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
K	Percentage of PAFs reviewed which are returned for correction	7.4%	0.7% ²	6.0%	6.0%	5.5%	6.0%
K	Number of personnel action forms (PAFs) reviewed for compliance with civil service law	5,550	4,670	5,750	5,750	5,600	5,600
S	Number of PAFs returned to jurisdictions for corrections because of errors in applications of civil service law	410	32	398 ³	398 ³	308	308

¹ This number reflects an unusually high volume due to efforts made to reduce a backlog of unprocessed personnel action forms. The agency received a higher than normal volume of new forms during Fiscal Year 2000-2001.

² The section responsible for this function experienced high employee turnover, having lost two employees during a two month period during FY 01/02. PAFs were processed, but corrections were not sent to jurisdictions.

³ This performance standard was miscalculated. The performance indicator is the result of the two key indicators. The value should have been 345 (6% of 5,750).

OPERATIONAL PLAN - STANDARD PROGRAM PERFORMANCE INDICATOR TABLE

DEPARTMENT ID:17 Department of Civil Service

AGENCY ID:17-561 Municipal Fire and Police Civil Service

PROGRAM ID: Program A: Administration

4. (KEY) To ensure that at least 75% of local civil service boards and local jurisdictions rate the services provided them by the OSE as satisfactory or better.

Strategic Link: This operational objective is related to the following strategic objectives:

I.2: *By June 30, 2006, improve efficiency of service to local civil service boards by providing timely recommendations to civil service boards on needed class plan changes following all job analyses within 90 days of receipt of job analysis information, and by providing updated class descriptions on changes adopted by boards within fourteen days of receiving minutes of meeting.*

II.2: *To continue providing examination scores to local civil service boards within 120 days from receipt of exam request despite an anticipated 50% increase in number of jurisdictions to which the system will apply by June 30, 2006.*

III.2: *To improve service to jurisdictions through timely support to those involved in the operation of the system at the local level through telephone support, correspondence, seminars, individual orientation sessions, and revised training materials with interactive components by June 30, 2006.*

III.4: *To increase service to jurisdictions and to applicants for employment in the system through the e-government concept by adding online, interactive services in ten (10) areas by June 30, 2006.*

Louisiana: Vision 2020 Link: This operational objective is linked to Vision 2020 Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

Explanatory Note: The OSE provides a variety of services to local civil service boards and local jurisdictions. To achieve a satisfactory or better service level rating by local civil service boards and local jurisdictions, the OSE will:

- > Continue providing examination scores to local civil service boards within 120 days from receipt of exam request despite the addition of at least three (3) jurisdictions.
- > Improve efficiency of service to local civil service boards by providing recommendations on needed classification description changes within 120 days of receipt of job analysis information.
- > Improve efficiency of service to local civil service boards by providing updated classification descriptions to local boards within 80 days following receipt of minutes indicating adoption by local civil service board.
- > Provide timely support to jurisdictions in the system by reviewing minutes of meetings of all civil service boards, tracking legislation pertinent to the Municipal Fire and Police Civil Service system on agency website, and publishing annual newsletter on resulting legal changes.
- > Improve service to jurisdictions through training efforts by ensuring that 100% of jurisdictions have either attended training seminar or received newly revised training manuals by June 30, 2003.
- > Provide timely support to individuals with operational questions about the system by responding to questions within two working days.
- > Provide timely response to written requests for guidance by providing written responses within 45 days of receipt of inquiry.
- > Increase service to jurisdictions and applicants for employment in the system through the e-government concept by adding online, interactive services in three (3) areas by June 30, 2003.

L E	PERFORMANCE INDICATOR VALUES					
	YEAREND	ACTUAL	PERFORMANCE STANDARD	EXISTING	PERFORMANCE AT	PERFORMANCE AT EXECUTIVE

V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE STANDARD FY 2001-2002	YEAREND PERFORMANCE FY 2001-2002	AS INITIALLY APPROPRIATED FY 2002-2003	PERFORMANCE STANDARD FY 2002-2003	CONTINUATION BUDGET LEVEL FY 2003-2004	BUDGET LEVEL FY 2003-2004
K	Percentage of local civil service boards and jurisdictions indicating satisfaction with OSE services	Not Applicable ¹	Not Applicable ¹	75%	75%	75%	75%
S	Average number of days between date of receipt ² of job analysis data and date of recommendation on class plan to civil service board	165	155	120	120	110	110
S	Average number of days between receipt of minutes of board meeting identifying changes adopted to class plan and date on which completed revisions are forwarded to civil service board	Not Applicable ³	120 ³	80	80	60	60
S	Number of days from date of examination request to date scores are mailed	96	95	120 ⁴	120	120	120
S	Percentage of survey respondents finding agency legislative tracking site informative and helpful	Not Applicable ³	70% ³	75%	75%	75%	75%
S	Percentage of jurisdictions for which training has been provided (either through seminars and/or training manuals)	Not Applicable ³	10% ³	25%	25%	40%	40%
S	Percentage of seminar attendees rating training as informative and helpful	Not Applicable ³	70% ³	75%	75%	80%	80%
S	Average number of working days to respond to telephone inquiries	Not Applicable ³	4 ³	2	2	1	1
S	Average number of working days to respond to written requests for guidance	Not Applicable ³	50 ³	45	45	30	30
S	Number of informational categories added to agency website	38	20	41	41	43	43

¹ This is a new performance indicator representing the outcome of a new initiative for FY 2002-2003. As a result, there are no performance standards or performance data for FY 2000-2001 and FY 2001-2002.

² This indicator was formerly reported as "Average number of days between the date a class plan change is requested or initiated and the date the completed change is forwarded to the local civil service board." Although the indicator name has been changed, there has been no change in what the indicator measures or how that measurement is calculated.

³ This is a new performance indicator for FY 2002-2003. This indicator did not appear in Act 11 of 2000 or Act 12 of 2001 and does not have a performance standard for FY 2000-2001 or 2001-2002. The agency indicates that no FY 2000-2001 yearend actual figure is available since the agency has not previously maintained records for this indicator. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

⁴ The agency has a relatively inexperienced staff and anticipates longer delays in the exam process due to increased workload.

OPERATIONAL PLAN - STANDARD PROGRAM PERFORMANCE INDICATOR TABLE

DEPARTMENT ID: 17 Department of Civil Service

AGENCY ID: 17-561 Municipal Fire and Police Civil Service

PROGRAM ID: Program A: Administration

5. (KEY) To contact local jurisdictions to which the MFPCS system may be applicable, verify applicability, provide initial orientation concerning the statutory requirements of the local governing authorities, and assist such entities in establishing civil service boards in at least 50% of the potential jurisdictions identified by the OSE as meeting the criteria for inclusion in the MFPCS system.

Strategic Link: This operational objective is an incremental step toward accomplishing Strategic Objective III.1: *To provide initial orientation by June 30, 2006, to local governing authorities in 27 new jurisdictions to which the system applies concerning the requirements of Municipal Fire and Police civil Service Law, and assisting such entities in establishing civil service boards.*

Louisiana: *Vision 2020* Link: This operational objective is linked to Vision 2020 Objective 1.8: *To improve the efficiency and accountability of governmental agencies.*

Children's Cabinet Link: Not Applicable

Other Link(s): Not Applicable

L E V E L	PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUES					
		YEAREND PERFORMANCE STANDARD FY 2001-2002	ACTUAL YEAREND PERFORMANCE FY 2001-2002	PERFORMANCE STANDARD AS INITIALLY APPROPRIATED FY 2002-2003	EXISTING PERFORMANCE STANDARD FY 2002-2003	PERFORMANCE AT CONTINUATION BUDGET LEVEL FY 2003-2004	PERFORMANCE AT EXECUTIVE BUDGET LEVEL FY 2003-2004
K	Percent of potential jurisdictions contacted, verified, and provided initial orientation concerning the statutory requirements of the MFPCS System.	Not Applicable ²	Not Applicable ²	3% ²	3% ²	50%	50%

¹ This is a new performance indicator. It did not appear under Act 12 of 2001 and had no performance standards for FY 2001-2002. The value shown for existing performance standard is an estimate of a performance standard.

² This is a new performance indicator representing the outcome of a new initiative for FY 2002-2003. As a result, there are no performance standards or performance data for FY 2000-2001 and FY 2001-2002. The value shown for existing performance standard is an estimate of yearend performance not a performance standard.

OPERATIONAL PLAN - GENERAL PERFORMANCE INFORMATION: TREND TABLE

DEPARTMENT ID: 17 Department of Civil Service
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 PROGRAM ID: Program A: Administration

GENERAL PERFORMANCE INFORMATION:					
PERFORMANCE INDICATOR NAME	PERFORMANCE INDICATOR VALUE				
	PRIOR YEAR ACTUAL FY 1997-98	PRIOR YEAR ACTUAL FY 1998-99	PRIOR YEAR ACTUAL FY 1999-00	PRIOR YEAR ACTUAL FY 2000-01	PRIOR YEAR ACTUAL FY 2001-02
Number of class descriptions identified as requiring revision following receipt of recent job analysis	Not available	Not available	Not available	74	79
Number of class description recommendations made to local civil service boards	270	237	371	45	159
Number of examination requests	589	527	466	494	542
Number of new tests developed and validated	289	220	195	191	187
Number of candidates examined	5,765	6,250	6,129	6,200 ¹	7,281
Number of civil service minutes reviewed	Not available	544	548	454	475
Number of legislative bills impacting the Municipal Fire and Police Civil Service System tracked on OSE website	Not available	Not available	Not available	100	34
Number of copies of <i>The Examiner</i> distributed	Not available	Not available	585	0 ²	917
Number of individuals trained through seminars or individual orientation	151	109	121	40 ³	202
Number of training manuals distributed	159	165	88	71	357
Number of informational categories on agency website	8	10	34	82	120
Number of visitors annually to agency website	Not available	1,658	2,521	5,626	10,805

¹ This value is inaccurate. The actual number of candidates examined during FY 00-01 was reported in LAPAS as 6,179.

² The primary purpose of the newsletter is to report new legislation. Inasmuch as the 2001 Legislative Session ended on June 18, 2001, the OSE was unable to prepare and distribute the newsletter prior to the end of the fiscal year. However, the agency distributed 877 copies of the newsletter in August 2001. The number of newsletters distributed was increased to include the members of the Louisiana Legislature and officials of other state departments, agencies, and local jurisdictions.

³ The OSE indicates that, due to chronic staffing shortages and high demand for services to existing jurisdictions, the OSE has been unable to devote resources necessary to pursue these activities.